



EEAST Community Engagement Group Work Plan 2017-2018

Aim	Objective	Activity	Responsible	Timescale	Outcome
Support Trust Infection, prevention and control (IPC)	<ul style="list-style-type: none"> Ensure crews operate to Trust IPC Standards Ensure that Trust premises and vehicles are operated to Trust IPC standards 	<ul style="list-style-type: none"> CEG members to conduct station/vehicle audits as requested and allocated by EEAST IPC Lead. 	CEG members who have volunteered to do so in accordance with appendix 1 attached.	As required.	Results of audits to contributed towards the periodic IPC reports made by the Trust IPC lead
Consultation and Engagement with patients, public, management and staff	<ul style="list-style-type: none"> Provide critical review of issues of quality accounts Provide direct input into Trust committees and work groups by representation To provide members of the reader panel To assist staff to have an understanding of the expectations of the patient and public and the role of the CEG and PPI team 	<p>CEG members to provide appropriate critical feedback</p> <p>Attend and contribute to the activities of the groups, complying with the group terms of reference</p> <p>Screen leaflets, publications and comment for plain English. Review patient surveys for appropriateness of questions, language and plain English</p> <p>Conduct an agreed patient and public involvement session relating to patient care and expectations during the induction of all Trust staff</p>	<p>All CEG members who volunteer to do so</p> <p>CEG members as per appendix 2</p> <p>Agreed panel members as per appendix 3</p> <p>Agreed panel as per appendix 4</p>	<p>Deadline as specified at the time of issue</p> <p>Ad hoc according to the work plan of each group</p> <p>Deadlines to comply with schedule laid down for each publication</p> <p>In accordance with Trust training schedule</p>	<p>Feedback used to influence the officially published quality accounts</p> <p>All committee/work group outcomes appropriately reflect the views of the patient and the public</p> <p>All Trust publications are appropriate for the intended users</p> <p>Every employee of EEAST will have undertaken this session</p>



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	<ul style="list-style-type: none"> Improve engagement with Trust staff 	Attend EEAST Clinical Quality Roadshow visit to engage with staff on clinical matters and promote public engagement	CEG members from sector of roadshow location.	In accordance with Trust Roadshow schedule	Increased engagement with Trust staff.
Ambassadors to further the effectiveness of the Trust	<ul style="list-style-type: none"> To assist the public to use their ambulance service appropriately and effectively. Care for themselves to minimise the need for emergency calls and preparing themselves and their home if they have to call. Promote the service and manage public expectations Promote the 'Message in the bottle' scheme Bring back information and issues to the Trust from the public and groups met as part of the ambassador role, Encourage recruitment to the Trust 	<ul style="list-style-type: none"> To distribute information/educational leaflets in local area's e.g. GP surgeries, libraries etc Give talks and presentations to individuals and groups in local communities To distribute the bottles in communities and at events Provide evidenced feedback to the PPI&E team. Focusing engagement with condition specific groups particularly mental health. Feature in Trust recruitment campaigns representing Patients 	<p>CEG members who volunteer on a project by project and event by event basis</p> <ul style="list-style-type: none"> Volunteer CEG Members on an event by event basis Lead: Volunteer CEG representatives 	<p>As and when required Ongoing March 2018</p> <p>Ongoing 2018</p> <p>In accordance with project timelines</p>	<ul style="list-style-type: none"> Overall reduction in inappropriate calls. Increase in public complimentary feedback. Reduction in complaints Improved EEAST performance figures Reports to be used to influence EEAST procedures



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		and the Public	on a project to project basis		Trust will meet staff complement for operational effectiveness
		<ul style="list-style-type: none"> Essex- address the banding and cost of living issues relating to recruiting barriers 	<ul style="list-style-type: none"> Lead Mid/South Essex and Herts and West Essex CEG members 		
Peer Review Panels -	To ensure that the complaints process and its application is fair and adequate from a patient and public perspective	Work with the patient experience team to sit on the peer review panel and attend complaints review meetings	Nominated CEG members. Appendix 5	as and when required Ongoing March 2018	<ul style="list-style-type: none"> The process is reviewed continuously and is fair Each case is conducted fairly in accordance with the process
Address specific Individual Locality Issues	To facilitate the assistance for the Trust in addressing specific locality issues working on engagement activities as requested by local trust management.	<ul style="list-style-type: none"> Work with the EEAST Deputy Directors of Service and SLMs on any project / issues they request assistance with. 	Lead: sector co-ordinators	Ongoing 2017	Improved effectiveness in each locality



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To be confirmed

Appendix 1

IPC audit lists

Appendix 2

CEG members sitting on Trust Groups – Clinical Quality Assurance Group, IPC, Medicines Management, EDI, Vehicle Workshop, VAF, CFR Operations group

Appendix 3

Reader panel members

Appendix 4

Members delivering Corporate Induction and talks

Appendix 5

Peer Review Panel members

CEG Work plan, June 2017